



International Organization for Migration (IOM)
The UN Migration Agency

SVN-2023-065

Fully on-site position

- Position Title : **Project Assistant Compliance G5 - Unit RSC (1 position)**
- Duty Station : **San José, Costa Rica**
- Classification : **G-5**
- Type of Appointment : **Special Short Term, 6 months**
- Estimated Start Date : **As soon as possible**
- Closing Date : **May 8th, 2024**

Established in 1951, IOM is a Related Organization of the United Nations, and as the leading UN agency in the field of migration, works closely with governmental, intergovernmental and non-governmental partners. IOM is dedicated to promoting humane and orderly migration for the benefit of all. It does so by providing services and advice to governments and migrants.

The International Organization for Migration (IOM) does not discriminate on the basis of disability, age, gender identity and expression, sexual orientation, nationality, racial identity, religious beliefs, among others. IOM is committed to a diverse and inclusive environment and therefore its staff come from a wide range of socio-economic backgrounds and world perspectives. Candidates from women, people of African descent and LGBTIQ+ people who are qualified and meet the requirements of each vacancy are especially encouraged.

IOM is committed to a diverse and inclusive environment. Applications from qualified female candidates are especially encouraged. For the purpose of the vacancy, the following candidates are considered as first-tier candidates:

1. Internal candidates
2. Qualified applicants from the following NMS countries:

Algeria, Angola, Antigua and Barbuda, Bahamas, Belize, Benin, Burundi, Cambodia, Cape Verde, Cameroon, Central African Republic, Czech Republic, Comoros, Djibouti, El Salvador, Gabon, Gambia, Guyana, Holy See, Iceland, Israel, Lesotho, Libya, Luxembourg, Madagascar, Maldives, Malta, Marshall Islands, Montenegro, Micronesia, Mongolia, Namibia, Nauru, Papua New Guinea, Paraguay, Republic of Congo, Saint Vincent and the Grenadines, Samoa, Seychelles, Somalia, Suriname, Swaziland, Tanzania, Timor Leste, Togo, Trinidad and Tobago, Vanuatu, Venezuela, Vietnam, Yemen

3. External female candidates.

The United States Refugee Admissions Program (USRAP) operates world-wide with a target of providing resettlement opportunities to thousands of refugees each year. IOM provides a range of assistance and support to the USRAP including, but not limited to, case processing, migration health assessments, cultural orientation training, organized transportation and administration of a travel loan and collections program. The Department of Operations and Emergencies (DOE), specifically the Resettlement and Movement Division (RMM), has the organizational responsibility to provide direction, oversight, and guidance to IOM's global support to all resettlement programs.

Under the United States Refugee Admissions Program (USRAP), Resettlement Support Centers (RSCs) provide critical support and processing assistance for resettlement to the US. As part of an MOU between IOM and the US State Department Bureau for Population Refugees and Migration (PRM), IOM manages several RSCs which prepare applications for adjudication by and provide support to visiting US Citizenship and Immigration Services (USCIS) officers, facilitate security and medical screenings, provide information about arriving individuals to resettlement agencies in the US and offer Cultural Orientation (CO) training to individuals departing for the US.

Under the overall supervision of the Project Officer, Compliance & IAAP and direct supervision of the Senior Project Assistant, Compliance & IAAP, the successful candidate will be based in SAN JOSE, COSTA RICA and will have the following duties and responsibilities:

Core Functions / Responsibilities:

1. Undertake Project Compliance and Communication activities together with the Cultural Orientation activities in an assigned area or areas, such as such as training, scheduling or childcare and, as required, guide and assist in monitoring teams of Project Clerks and Project Assistants in organizing and completing cultural orientation activities in an assigned area.
2. Efficiently and effectively undertake case consultation services for individuals who appear in-person at RSC LATAM, providing efficient, effective, accurate, clear, and courteous information to individuals during case consultation, and training all Project Clerks and Project Assistants involved in case consultation to provide such information.
3. Undertake cultural orientation training activities, including providing training for a range of resettlement countries throughout the region, featuring student-centred activities in all classes, assisting in drafting training lesson plans in accordance with RSC LATAM, cultural orientation objectives, assisting in the development of teaching materials, visual aids and bulletin boards supporting the curriculum and assisting in managing and restocking inventories of instructional supplies.
4. Provide administrative assistance in monitoring and evaluation activities for RSC LATAM, including, if assigned, assisting with administering surveys, interviews and focus groups and assisting with logistical activities related to preparing for surveys, interviews and focus groups.
5. In coordination with supervisors, assist with activities related to public affairs, including, as assigned, developing, designing, producing, and distributing materials for individuals served by RSC LATAM, RSC management, IOM, partners, and donors, including print, audio, visual and online materials.
6. Undertake cultural orientation scheduling activities for RSC LATAM, including, if assigned, providing all individuals requiring cultural orientation classes the

- opportunity to attend, assisting in planning and organizing circuit rides in an efficient and effective manner and providing logistical circuit ride support is provided when necessary. Train Project Assistants and Project Clerks to provide appropriate scheduling services.
7. Assist in overseeing cultural orientation childcare activities for RSC LATAM, including, if assigned, monitoring and guiding staff members providing childcare services, helping ensure childcare spaces are appropriate, adequate, and well-maintained, training childcare staff members to conduct basic cultural orientation activities designed for children and monitoring the work of childcare staff members.
 8. Utilizing reports and other oversight mechanisms, conduct regular QC of Cultural Orientation and communications-related data in START and other communications tools such as email systems to verify the accuracy and clarity of information shared with individuals as well as the RSC's compliance with all USRAP and RSC SOPs. Proactively bring to the attention of supervisor's communications and CO related backlogs or other issues.
 9. In coordination with supervisors, liaise as needed with other teams and units in RSC Quito, Ecuador and other RSCs. Provide regular reports on the work being accomplished within the team to supervisors and team members.
 10. Train other communication, compliance and cultural orientation team members as needed to efficiently and effectively manage CCC activities, update START and other databases accurately and to monitor and guide team members and activities.
 11. In order to develop and maintain cultural orientation training-related skills, participate in and contribute to teacher trainings and staff development seminars and engage in self-directed study for professional development, including reading resettlement updates, language tutorials, attending cultural orientation-related workshops and seminars.
 12. Undertake duty travel as needed to participate in CCC-related activities, for meetings and for training.
 13. Demonstrate an in-depth understanding of the USRAP, SOPs and START, as well as the ability to remain professional, impartial, and unbiased during all interactions with applicants and colleagues.
 14. Maintain the confidentiality and integrity of all RSC-related information by implementing control procedures in line with USRAP standards of conduct and data protection rules. Alert the Project Focal Point, Project Coordinator or RSC management of any non-compliance to SOPs or codes of conduct by RSC staff members.
 15. Perform such other duties as may be assigned.

Required Qualifications and Experience

The incumbent is expected to demonstrate the following technical and behavioral competencies:

EDUCATION

- Completed secondary education required

Experience

- Five years of working experience with secondary education; three years
- of working experience with Bachelor's degree
- Thorough knowledge of English
- Ability to use own initiative and work under pressure with minimum supervision

Skills

- Excellent computer skills - Word, Excel and Internet
- Strong interpersonal and communication skills
- Attention to detail and ability to organize
- Self-motivated and objective driven

Languages

Fluency in English and Spanish (oral and written) is required.

Salary

993,000.00

Required Competencies

The incumbent is expected to demonstrate the following values and competencies:

Values - all IOM staff members must abide by and demonstrate these three values:

- Inclusion and respect for diversity respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.
- Integrity and transparency: maintain high ethical standards and acts in a manner consistent with organizational principles/rules and standards of conduct.
- Professionalism: demonstrates ability to work in a composed, competent and committed manner and exercises careful judgment in meeting day-to-day challenges.

Core Competencies – behavioural indicators level 1

- Teamwork: develops and promotes effective collaboration within and across units to achieve shared goals and optimize results.
- Delivering results produces and delivers quality results in a service-oriented and timely manner; is action oriented and committed to achieving agreed outcomes.
- Managing and sharing knowledge continuously seeks to learn, share knowledge and innovate.
- Accountability: takes ownership for achieving the Organization's priorities and assumes responsibility for own action and delegated work.
- Communication: encourages and contributes to clear and open communication; explains complex matters in an informative, inspiring, and motivational way.

How to apply:

The candidate should send his/her application **through the following Microsoft Form:** <https://forms.office.com/e/b3qKdNsg31>.

The form will request vacancy code, position title, duty station, grade, and unit. Please complete as it follows:

- **Vacancy Code: SVN-2023-065**
- **Position Title: Project Assistant, Compliance**
- **Duty Station: San Jose, Costa Rica**
- **Grade: G5**
- **Unit: RSC**

Candidates must submit their offer by **May 8th, 2024**. No applications will be considered after this date.

Any application not presented using the Microsoft Form, will not be taken into consideration.

In case of receiving applications from foreigners living in Costa Rica, they must have a valid work permit.

Only short-listed candidates will be contacted.

You can check the Post Description on <https://costarica.iom.int/es/vacantes>.